

## **C-9 – PERSONAL RIGHTS – SUBSTANCE USE DISORDER TREATMENT FACILITIES**

In accordance with Title 9, Chapter 4, Section 10569, of the California Code of Regulations, each person receiving services from a residential alcoholism or drug abuse recovery or treatment facility shall have rights which include, but are not limited to, the following:

- ❖ The right to confidentiality as provided for in Title 42, Section 2.1 through 2.67-1, Code of Federal Regulations.
- ❖ To be accorded dignity in personal relationships with staff and other individuals.
- ❖ To be accorded safe, healthful, and comfortable accommodations to meet his or her needs.
- ❖ To be free from intellectual, emotional and/or physical abuse.
- ❖ To be informed by the licensee of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the Department of Health Care Services.
- ❖ To be free to attend religious services or activities of his or her choice and to have visits from a spiritual advisor provided that these services or activities do not conflict with facility program requirements. Participation in religious services will be voluntary only.

## **COMPLAINTS**

In accordance with Title 9, Chapter 4, Section 10541(a), of the California Code of Regulations, any individual may request an inspection of an alcoholism or drug abuse recovery or treatment facility. Complaints should be directed to:

***Department of Health Care Services  
Licensing and Certification Branch, MS 2600  
PO Box 997413 MS 2600  
Sacramento, CA 95899-7413  
Attention: Complaint Coordinator***

***(916) 324-4505  
FAX (916) 322-2658  
TDD: (916) 445-1942***

## **Acknowledgement**

I have been personally advised and have received a copy of my personal rights and have been informed of the provisions for complaints at the time of my admission to:

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(Name of Facility)

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(Residents Signature)